

To: All CSO's
From: Chief William Mercier
Date: January 23, 2003
Re: CSO Survey and Training
Cc: Associate Newport
Lt. Dawson

Following up on our meeting of last Thursday I thought you might be interested in the results of the survey you completed. Below are the questions that were asked along with a summary of the answers.

1. How many semesters have you been a Community Service Officer? Two people have been a CSO for one semester, two for two semesters, three for three semesters, two for four, and three for more than four.

2. What was the primary reason you joined the CSO Program? Ten said interest in Criminology/Law Enforcement as a career, two needed employment, one was encouraged by another CSO, and one applied at a job fair.

3. How has your experience as a CSO matched your expectations when you joined the Department? Ten said it met expectations, two said it failed to meet expectations, and one said it exceeded expectations.

4. Please rank how beneficial you think the following training/experiences will be to your career after college. The below list ranks your responses from most beneficial to least.

1. Working in a law enforcement environment
2. Customer service skills
3. Training
4. Teamwork skills
5. Time management
6. Improved understanding of my major

5. What changes do you feel need to be made to the CSO Program in order to make it more beneficial to participants? Four indicated more training, three asked for more hands on experiences. Other responses included more money, the chance to go on

calls, improved scheduling, having officers share their experiences, more hours, and doing more than battery jumps and ticket writing.

6. What additional training would you like to see included in the CSO Program? Four said defense tactics, three said report writing, two said firearms, two said search and seizure law. Other answers included tactical training, communications training, ethics, civil/criminal law, traffic law, evidence collection, interviewing, lockouts, practical scenarios, confrontation skills, and the pre-basic course.

7 & 8. In terms of self assessment how would you rate your competencies when you joined the CSO Program as compared to now? Eight said they had improved and five indicated no change.

9. In respect to both (7) and (8) above, what factors do you believe have kept you from progressing as much as you might have liked and what factors have helped you progress? Among the factors that have kept people from progressing were a lack of opportunity to lead others, lack of hands on training, lack of hours, and conflicts of interest. Included in factors that have helped with progress were, learning radio communications, learning to evaluate situations and the people who work here.

10. Overall, how would you rate the quality of the student leadership in the CSO program during the past semester. Five rated it as average and seven rated it good.

11. What, more than any other one thing, have you learned from your experience with the CSO Program? Two people stated they learned to work in a police environment. Other responses included, looking up to good role models, that the respondent wanted to be an officer, how to deal with students, how to deal with the community, improved communications skills, how to a positive role model, how to write tickets, and how to use the radio.

12. What, more than any one thing would you like to learn in the future? Answers included training in firearms, safety, communication, investigations, traffic stops, report writing, interviews, crime scenes, civil/criminal laws, and how to deal with dangerous situations.

13. What have you liked most about your experiences as a CSO? Five people said they liked the people they work with best. Other answers were learning what to expect from a law enforcement career, the satisfaction of doing a good job, the field experience, the flexible hours, the opportunity to learn from officers, the opportunity to meet people, and that the program was a resume builder.

14. What have you liked least about your experience as a CSO? Two people stated they liked the weather or cold least. Other answers were that there were no rewards, that they felt like a meter maid, and that the hours were insufficient.

15. What if any, Law Enforcement experience have you had before joining the CSO Program? Ten had no prior experience and three had done volunteer or part-time work.

16. Please indicate your current class rank. Two are freshman, three are sophomores, two are juniors, four are seniors, and two are grad students.

As we discussed at last weeks meeting Lt. Dawson, Associate Director Newport, and I will begin meeting with all CSO's one on one on a monthly basis. The purpose of these meetings will be to continue to get input about the program and to discuss your progress both in the program and at ISU generally. Beginning in February Lt. Dawson will meet with CSO's Brenneman, Scherschel, and Kunkel. Associate Director Newport will meet with CSO Hansen, Deckard, Brewer, Walker, and Murphy. I will meet with CSO Anoskey, Smith, Govea, Dokes, and Enyert.

Finally, we plan to increase our training for CSO's this Spring by scheduling a defense tactics course in February, OC spray in March, and a STOPS class in April. I will be sure to let you know as other items of interest come up.